

### TANGIBLE RESULT #3

## Provide a Safe and Secure Transportation Infrastructure



MDOT will not compromise on our commitment to continually improve the safety and security of our customers and partners in everything we do.

#### RESULT DRIVER:

Sarah Clifford

*Maryland Transportation Authority (MDTA)*

# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Bud Frank  
The Secretary's Office (TSO)

## PURPOSE OF MEASURE:

To track crime trends and adjust strategies/staffing/response to protect customers, employees, and State property.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

MTA Police and MDTA Police will report directly to measure driver. SHA and MVA will compile information and also report directly to Measure Driver. Measure Driver will report to Project Management Team.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.1

### Number of Crimes Against Persons and Property Committed at MDOT Facilities

This measure includes all Part I offenses and select Part II offenses as defined in the FBI Uniform Crime Report (UCR). The UCR is a national standard used by law enforcement for the collection and comparison of crime data nationwide. Part I offenses include homicide, forcible rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson. Part II offenses are less serious offenses including other assaults, vandalism, disorderly conduct, and other sex offenses.

The following charts show a comparison CY2016, CY2017, and Q1-3 reporting in 2018, for Part I and Part II crimes. The charts are listed in three categories; MTA, MAA, and the remaining TBUs combined.

Law enforcement reviews this data on a weekly and bi-weekly basis for resource allocation and targeted enforcement activities. The data is also used to determine areas of security concern.

# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.1

### Number of Crimes Against Persons and Property Committed at MDOT Facilities

Chart 3.1.1: Part I Crimes CY2016 - CY2018

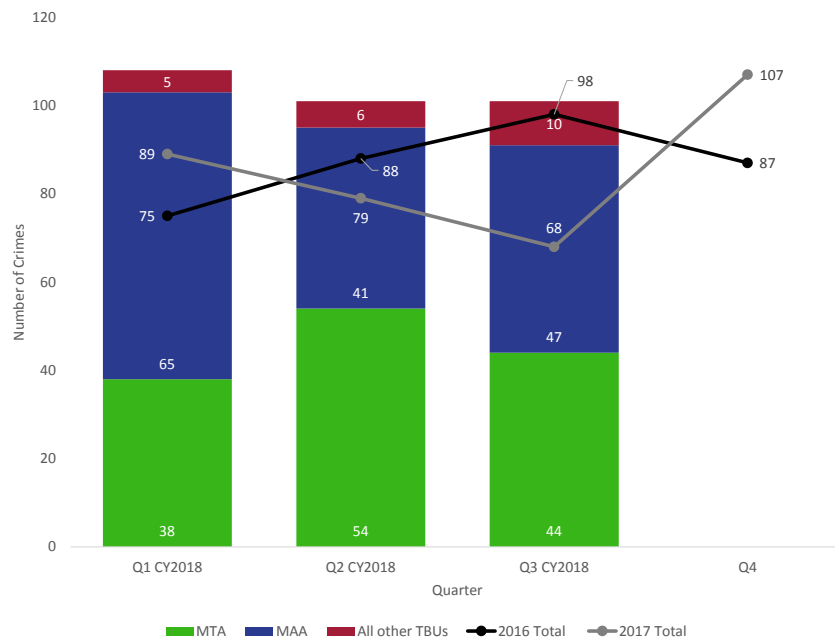
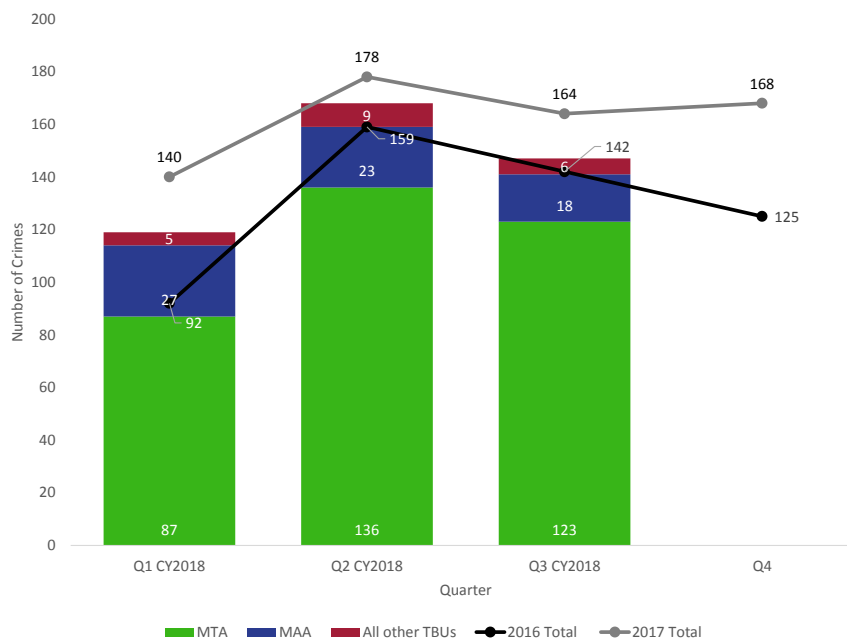


Chart 3.1.2: Part II Crimes CY2016 - CY2018



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## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Kelly Melhem  
Motor Vehicle Administration (MVA)

## PURPOSE OF MEASURE:

To track quarterly and annual trends in the number of persons killed in motor vehicle crashes.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Based on collective police data submitted to Maryland State Police (MSP) through Automated Crash Reporting System (ACRS).

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.2

### Number of Traffic-Related Fatalities on All Roads

***Behind every number is a person, a family, and a community changed forever.***

MDOT strives to increase motorist safety by reducing traffic crashes that result in serious injuries and deaths. One key measure is tracking the number of fatalities on all roads and analyzing specific causes and related trends. Maryland's Strategic Highway Safety Plan (SHSP) – administered by the MDOT MVA's Maryland Highway Safety Office (MHSO) – is our roadmap driving us Toward Zero Deaths. Its goal is to reduce the number of traffic fatalities 50 percent by 2030 from the 2008 baseline (592 fatalities) using behavioral and engineering safety strategies. Drivers remain the single most important safety feature inside a vehicle.

In 2014, the number of fatalities (443) was the lowest since 1948; but in 2015, the State experienced a 17.6 percent increase in highway fatalities (521), the largest single-year increase in 30 years. Although the number of highway deaths remained steady in 2016 (522), traffic fatalities across the State increased by seven percent in 2017 (558).

After three years of increases in the number of deaths on our nation's highways, the U.S. experienced a 1.8 percent decrease in traffic fatalities between 2016 (37,806) and 2017 (37,133). The National Highway Traffic Safety Administration (NHTSA) attributes the recent years' increases to relatively inexpensive gasoline, a sharp increase in vehicle miles traveled (VMT) and an improved economy. VMT in Maryland increased by two percent from 2016 to 2017. This increased exposure, coupled with risky driving behaviors and a failure to use seat belts, is believed to be a significant reason for the continued increase in highway fatalities in Maryland.

Maryland's 2017 crash data also indicates:

- A decrease in bicyclist fatalities from 2016.
- An increase in pedestrian fatalities from 2016. One in five traffic deaths is a pedestrian.
- A significant increase in motorcyclist fatalities, which increased by 14 percent from 2016.

Early data for the first three quarters of 2018 shows a preliminary decline in both traffic fatalities (355) and in VMT compared to the same timeframe in 2017 (414).

# Provide a Safe and Secure Transportation Infrastructure

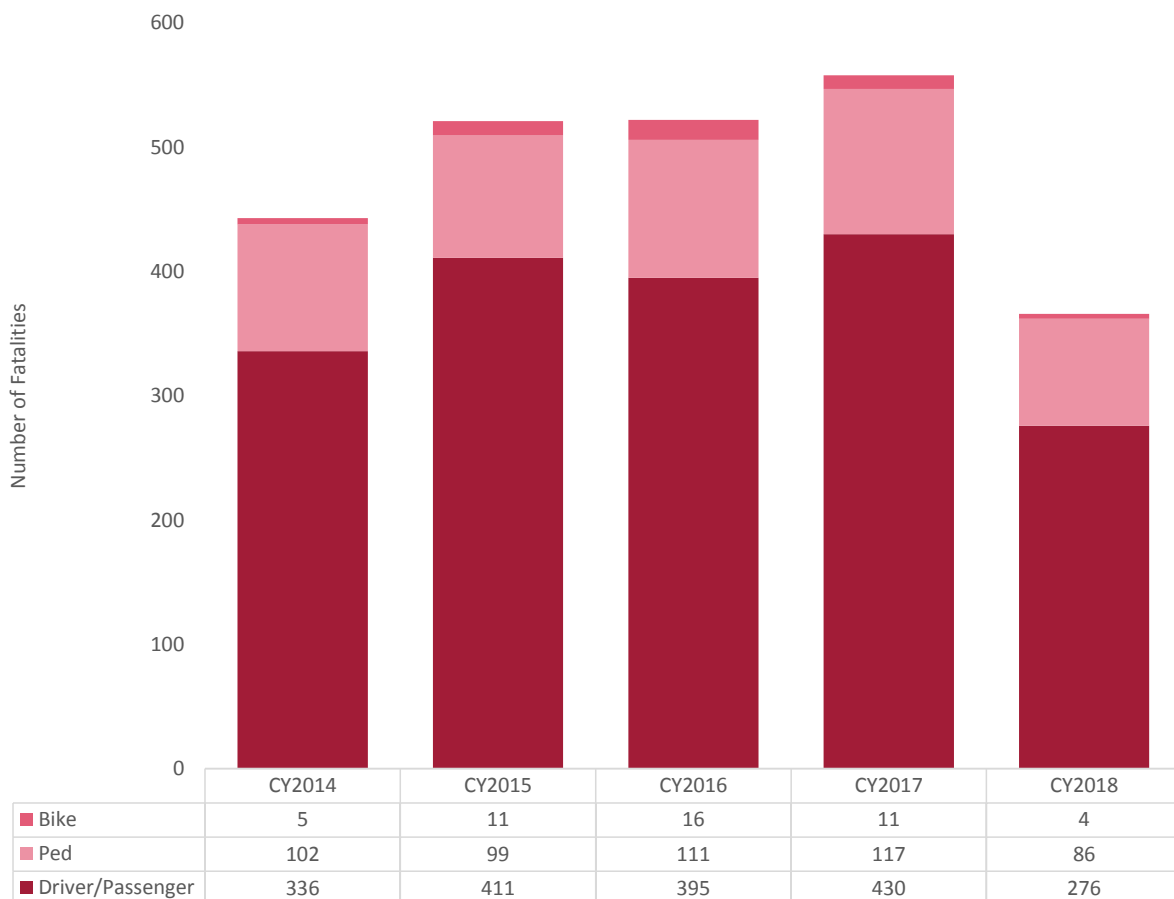
## PERFORMANCE MEASURE 3.2

### Number of Traffic-Related Fatalities on All Roads

Maryland's SHSP (2016-2020) establishes six specific emphasis areas along with long-term goals and mid-range reduction targets to help save lives on Maryland roads. The five-year plan was developed by a diverse group of partners and stakeholders representing all 4 Es of highway safety (Engineering, Enforcement, Education and Emergency Medical Services). Emphasis Area Teams (Aggressive Driving, Distracted Driving, Impaired Driving, Occupant Protection, Highway Infrastructure, and Pedestrian and Bicycle Safety) are comprised of a broad range of safety officials and stakeholders who design action plans for implementing the SHSP's strategies. These teams meet regularly to gauge progress and determine what changes need to be made to better implement the safety strategies.

The SHSP is managed by an Executive Council of high-ranking officials responsible for public and highway safety. This group meets semi-annually to review overall progress and to discuss possible amendments to the plan as necessitated by changing dynamics.

**Chart 3.2.1: Annual Comparison of All Fatalities CY2014-CY2018 (YTD)**

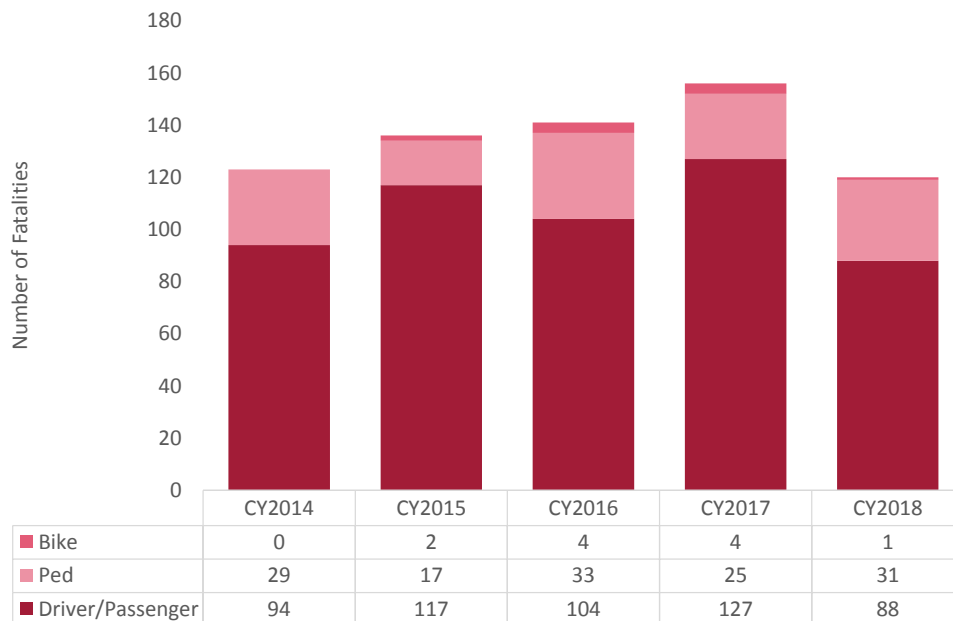


# Provide a Safe and Secure Transportation Infrastructure

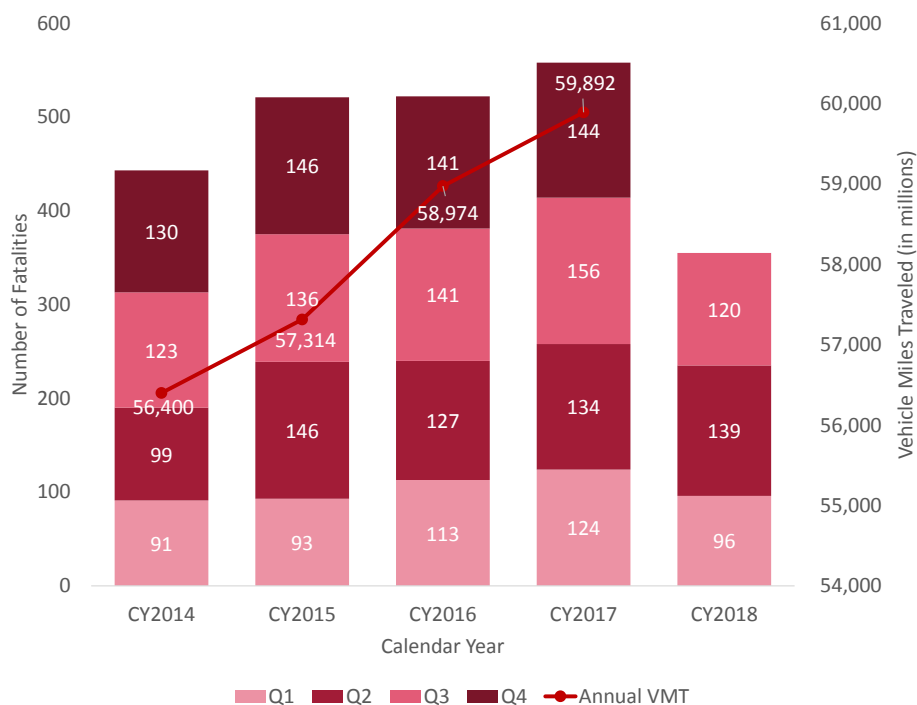
## PERFORMANCE MEASURE 3.2

### Number of Traffic-Related Fatalities on All Roads

**Chart 3.2.2: Annual Comparison of All Fatalities Q3 CY2014-CY2018 (YTD)**



**Chart 3.2.3: Annual Comparison of All Fatalities CY2014-CY2018**





# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Kelly Melhem  
Motor Vehicle Administration (MVA)

## PURPOSE OF MEASURE:

To track trends in the number of persons killed in motor vehicle crashes per vehicle miles traveled (VMT).

## FREQUENCY:

Annually (in May)

## DATA COLLECTION METHODOLOGY:

MDOT SHA collects VMT data based on highway counts on roadways across the State. Fatality data is collected by the MSP through ACRS. The MDOT MHSO collects the data from these two agencies.

## NATIONAL BENCHMARK:

National Highway Fatality Rate of 1.18 in 2016.

## PERFORMANCE MEASURE 3.3

### Maryland Traffic-Related Fatality Rate (Highways)

***Behind every number is a person, a family, and a community changed forever.***

The annual fatality rate is a measure of the number of persons killed in a traffic-related crash for every 100 million VMT on all roads in the State.

Maryland's traffic-fatality rate compares favorably to the national fatality rate. While the U.S. fatality rate never has dipped below one death per 100 million VMT (1.16 in 2017), Maryland's rate has remained below one for the past eight years, increasing slightly from 0.89 in 2016 to 0.93 in 2017.

This slight increase corresponds with a smaller rise in Maryland's VMT coupled with more traffic deaths between 2016 and 2017.

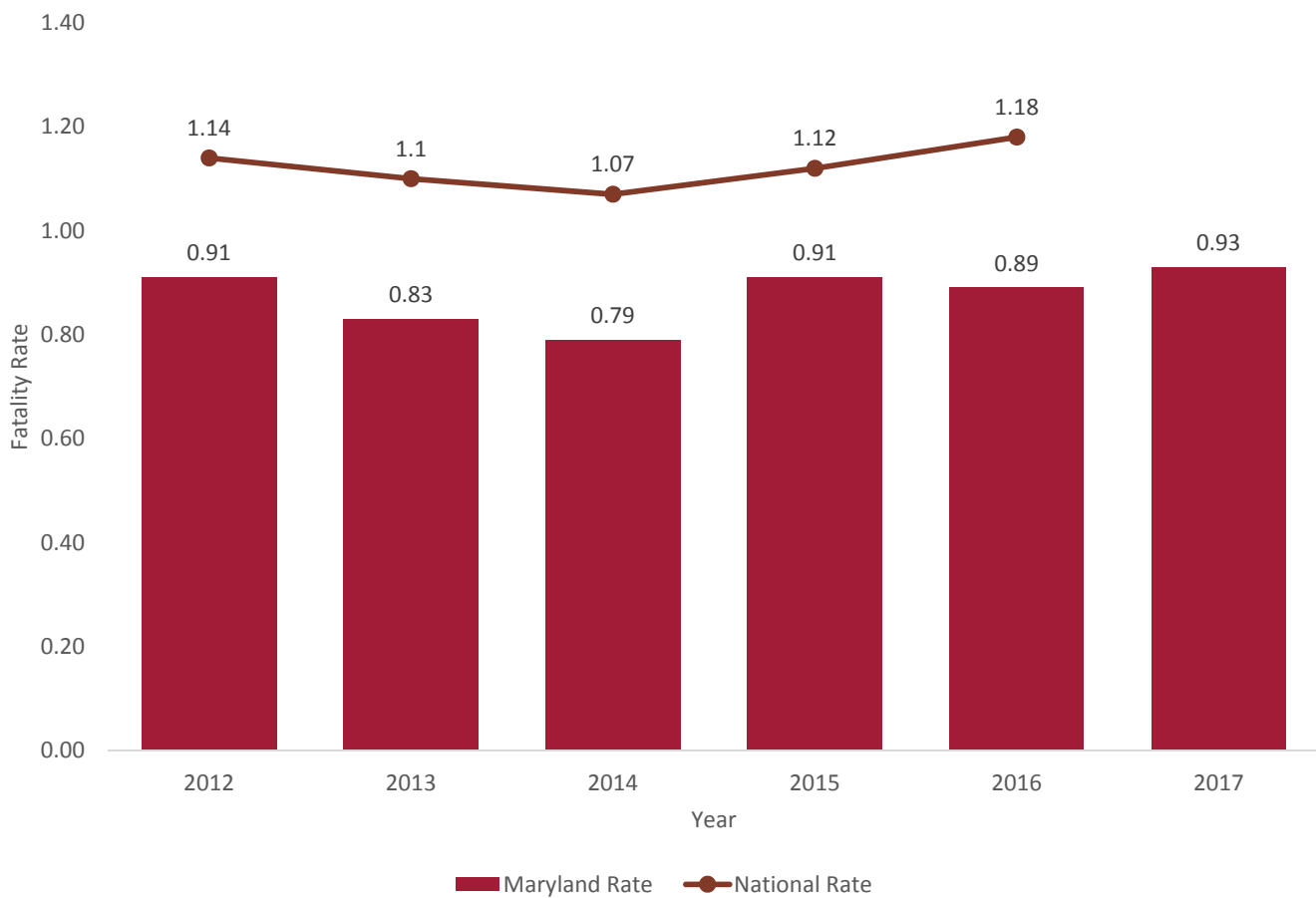
Historically, as the nation's and/or State's economy grows, people tend to drive more, increasing both the state's VMT and a person's risk for being in a crash. Since VMT is more difficult to influence, decreasing the number of traffic fatalities is the best opportunity to lower the fatality rate.

# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.3

### Maryland Traffic-Related Fatality Rate (Highways)

Chart 3.3.1: Traffic-Related Fatality Rate, Maryland vs. National Benchmark CY2012 - CY2017





# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Kelly Melhem  
Motor Vehicle Administration (MVA)

## PURPOSE OF MEASURE:

To track quarterly and annual trends in the number of persons seriously injured in motor vehicle crashes.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Based on collective police data submitted to MSP through ACRS.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.4

### Number of Traffic-Related Serious Injuries on all Roads

***Behind every number is a person, a family, and a community changed forever.***

The number of traffic-related serious injuries is a count of persons sustaining an incapacitating injury in a crash. It is determined by a responding police officer investigating the crash and gathered from the injury severity code entered on the crash report.

Following a significant 10-year decline, the number of serious injuries on Maryland roadways in 2016 increased by 16 percent; however, this increase likely is due in part to changes in the crash reporting process. In 2017, the number of serious injuries increased slightly from 2016, while early data for the first three quarters of 2018 (1,961 serious injuries) shows a preliminary decline from the same period in 2017 (2,599 serious injuries).

Striving to minimize crashes that result in serious injuries serves to reduce a motorist's risk for suffering life-altering consequences. Maryland's SHSP – described in Performance Measure 3.2 – is based on the Toward Zero Deaths approach to reduce the number of fatalities and serious injuries from traffic crashes by 50 percent by 2030. The SHSP brings together federal, state and local partners to help reach this goal by reducing impaired, distracted and aggressive driving; improving pedestrian, bicyclist and motorcyclist safety; reaching 100 percent seat belt use; and engineering safer roads.

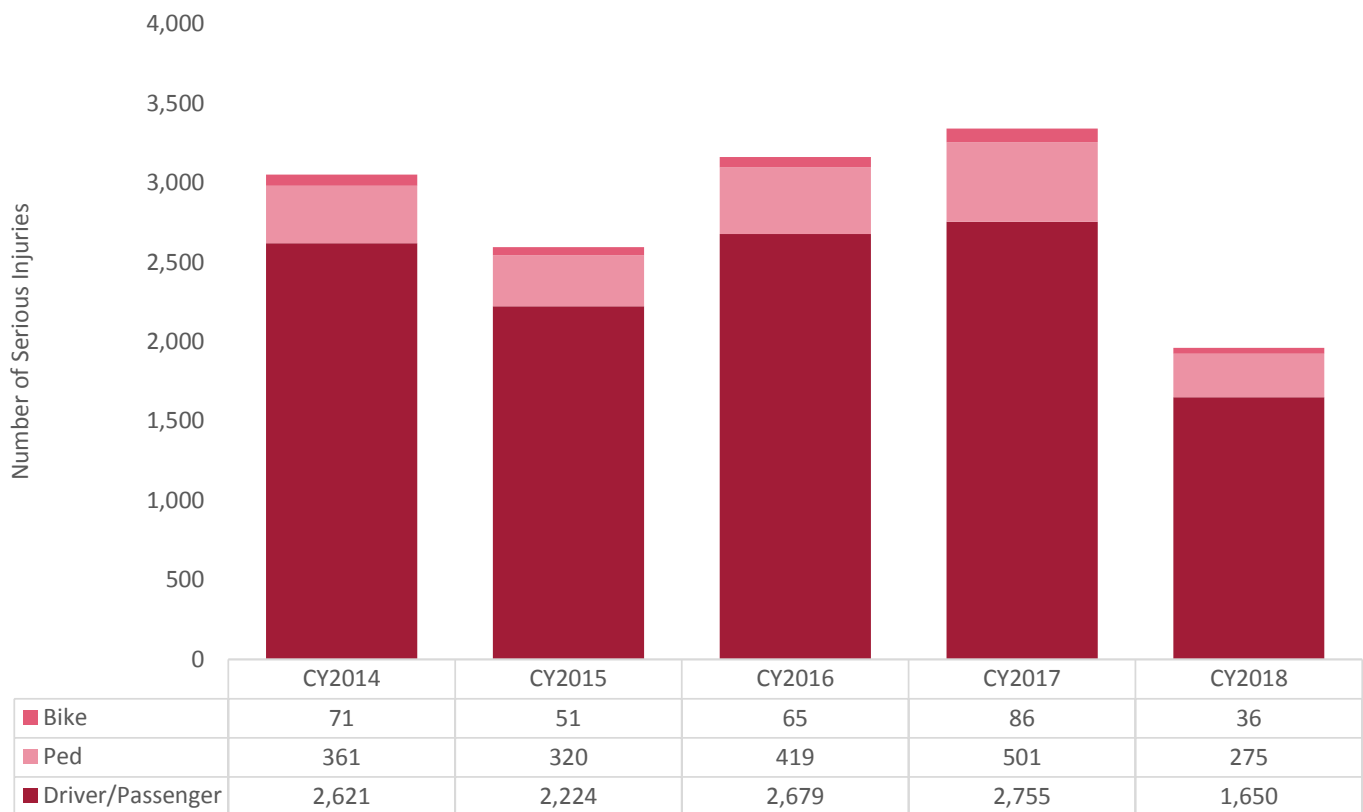
Since serious injuries are defined differently from state to state, there is no national benchmark.

# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.4

### Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.1: Annual Comparison of All Serious Injuries CY2014-CY2018 (YTD)

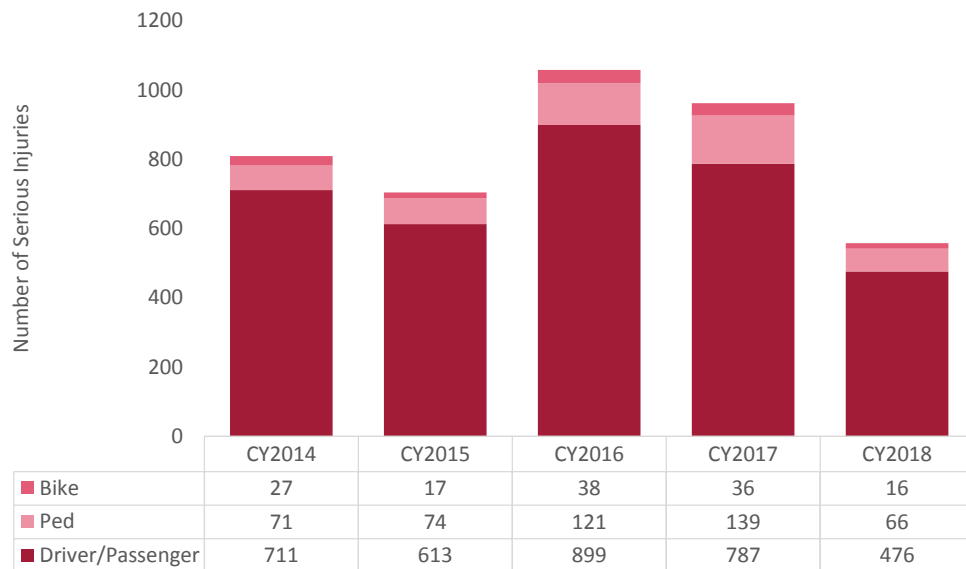


# Provide a Safe and Secure Transportation Infrastructure

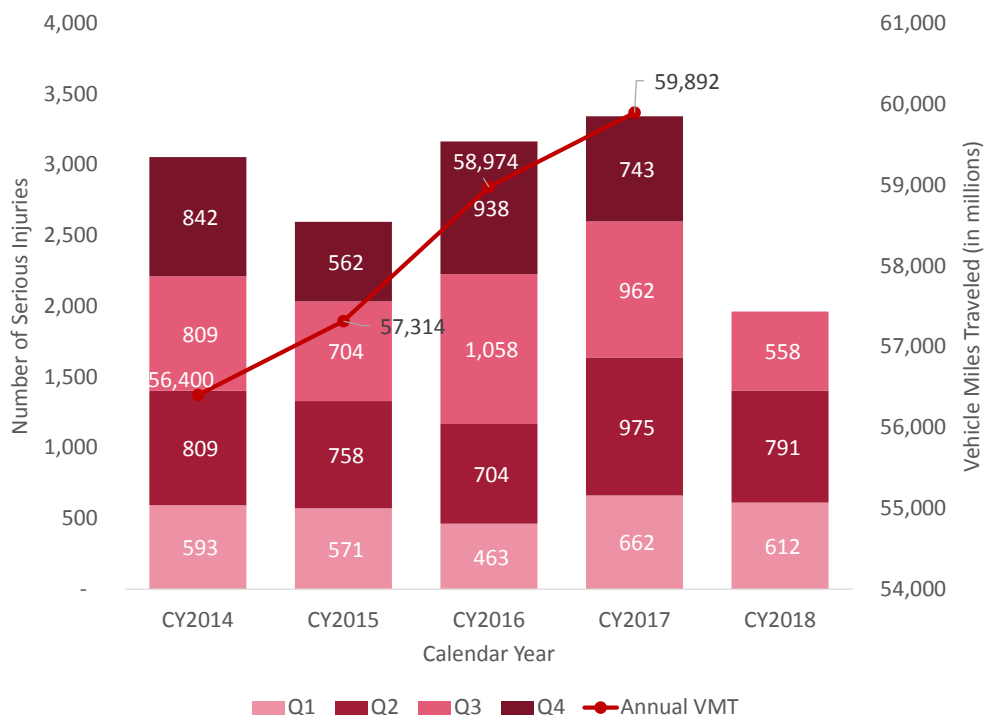
## PERFORMANCE MEASURE 3.4

### Number of Traffic-Related Serious Injuries on all Roads

**Chart 3.4.2: Comparison of Serious Injuries Q3 CY2014-CY2018 (YTD)**



**Chart 3.4.3: Annual Comparison of All Serious Injuries CY2014-CY2018 (YTD)**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Kelly Melhem  
Motor Vehicle Administration (MVA)

## PURPOSE OF MEASURE:

To track trends in the number of persons seriously injured in motor vehicle crashes per VMT.

## FREQUENCY:

Annually (in April)

## DATA COLLECTION METHODOLOGY:

SHA collects VMT data based on highway counts on roadways across the State. The serious injury data is collected by the MSP through its ACRS. The MDOT MHSO collects the data from these two agencies.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.5

### Maryland Traffic-Related Serious Injury Rate (Highways)

***Behind every number is a person, a family, and a community changed forever.***

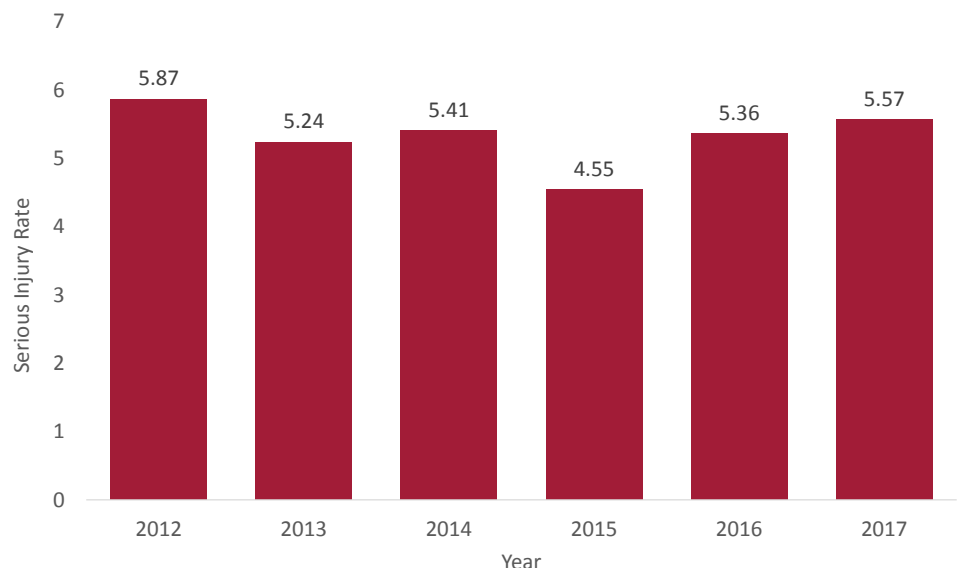
Maryland's serious injury rate is based on a measure similar to the fatality rate (number of persons seriously injured annually in a traffic-related crash per 100 million VMT).

After a 33-percent drop in both the number of serious injuries and the corresponding rate between 2008 and 2015, Maryland's serious injury rate increased from 4.55 in 2015 to 5.36 in 2016 and to 5.57 in 2017. These higher rates correspond with the increased number of serious injuries between 2015 and 2017, as well as the increases in VMT in Maryland.

Serious injury or death is not an acceptable consequence of driving. The SHSP contains strategies intended to reduce risky driving behaviors statewide that result in the types of crashes leading to serious injury or death. Engineering advances in safer vehicles and highways, and immediate critical care from emergency medical providers, have contributed significantly to the declines in traffic-related serious injuries (and their corresponding rates) during several recent years.

Since serious injuries are defined differently from state to state, there is no national benchmark rate.

**Chart 3.5.1: Maryland Traffic-Related Serious Injury Rate CY2012-CY2017**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Gina Watson  
Maryland Port Administration (MPA)

## PURPOSE OF MEASURE:

To track trends in seat belt use in Maryland and assess how Maryland ranks against the national rate as an indicator of how well seatbelt use is encouraged.

## FREQUENCY:

Annually (in January)

## DATA COLLECTION METHODOLOGY:

Observational Survey conducted by MDOT MVA Maryland Highway Safety Office (MHSO).

## NATIONAL BENCHMARK:

Nationwide usage rate provided by NHTSA was 89.7 percent in 2017.

## PERFORMANCE MEASURE 3.6

### Maryland Seat Belt Usage Rate

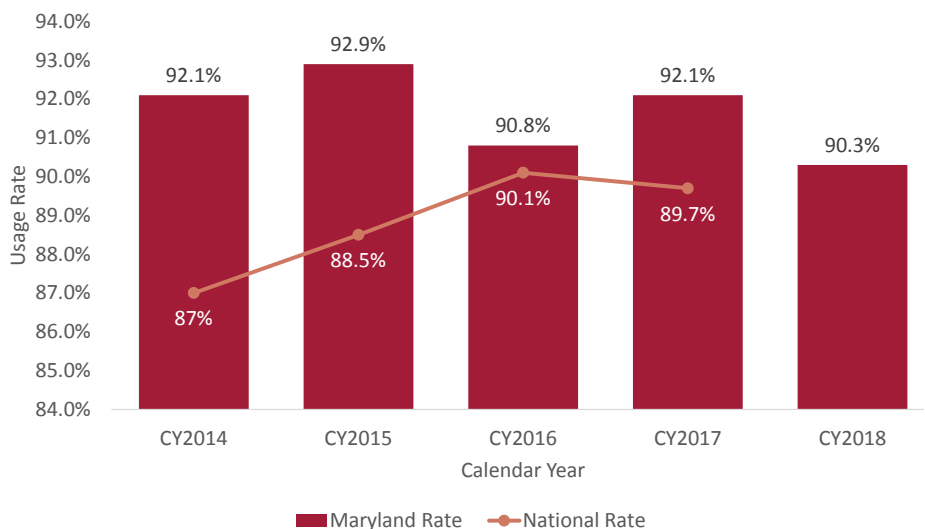
The use of seat belts by Maryland drivers greatly reduces the severity of personal injury and occupant fatalities in crashes. States such as Maryland with primary and secondary seat belt enforcement laws exhibit higher seat belt usage rates.

Maryland's seat belt usage rate is collected by an observational survey methodology approved by the NHTSA. Maryland's preliminary seat belt usage rate is 90.3 percent for 2018 representing a 1.8 percent decrease over the previous survey year. The 2018 nationwide seat belt usage rate was not available at the time of this analysis.



In an effort to encourage Maryland motorists to buckle up, every seat, every time, the MHSO is currently recruiting high schools and colleges to participate in a second Making It Click seat belt challenge. In addition, MDOT launched a Traffic Safety Pledge to the public further emphasizing the importance of safe driving behaviors. The MHSO will continue to partner with law enforcement agencies to reaffirm seat belt use enforcement.

**Chart 3.6.1: Maryland Seatbelt Usage Rate vs. National Benchmark Rate CY2014-CY2018**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Cedric Ward  
State Highway Administration (SHA)

## PURPOSE OF MEASURE:

To track and assess the performance of MDOT's incident management programs to respond to customer needs while traveling.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Data is collected from centralized reporting to CHART for roadway data. MPA and MAA data are collected individually.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.7

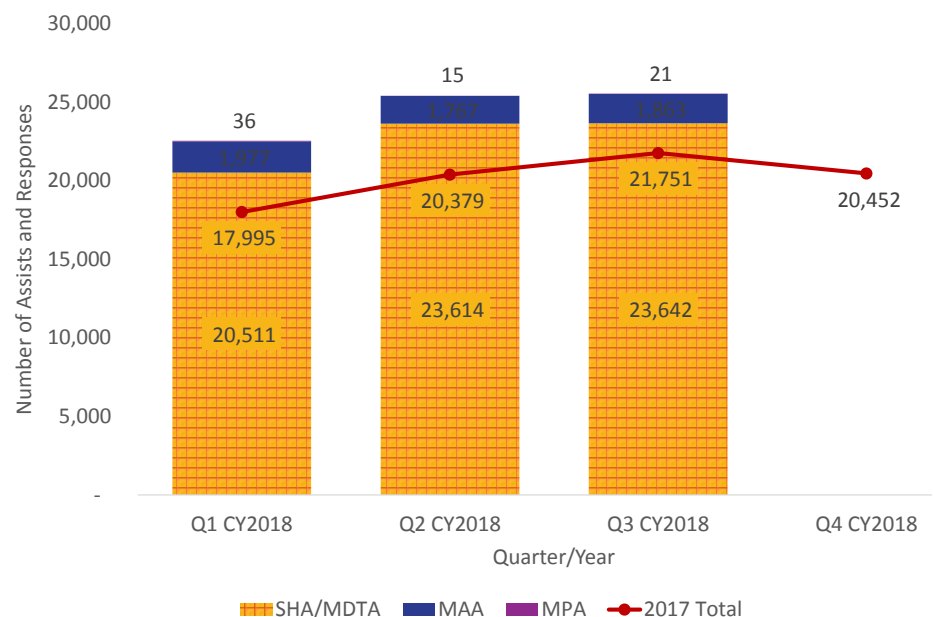
### Travelers Assisted by MDOT

The Coordinated Highways Action Response Team (CHART) is a joint effort of MDOT, MSP, and numerous other federal, State and local agencies. CHART provides assistance to disabled motorists and responds to traffic incidents throughout Maryland. In the Baltimore and Washington metropolitan areas, patrols are operated 24 hours per day, seven days per week. In addition to services on highways, the MPA and MAA provide assistance to their customers who experience vehicle issues.

These services provide an added value to MDOT customers who might otherwise need to rely on paid service providers. Customers can access this service by dialing \*77 or through the normal 911 emergency dispatch.

For the CY2018 so far, MDOT has provided assists to 73,446 motorists. Additionally, CHART provides real-time traffic conditions through its website: <http://www.chart.state.md.us/>.

Chart 3.7.1: Number of Assists and Responses CY2018



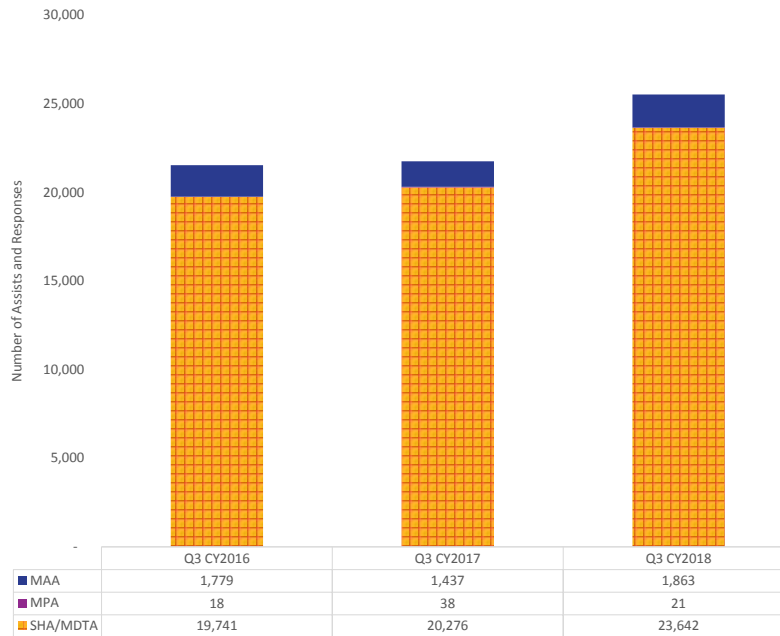


# Provide a Safe and Secure Transportation Infrastructure

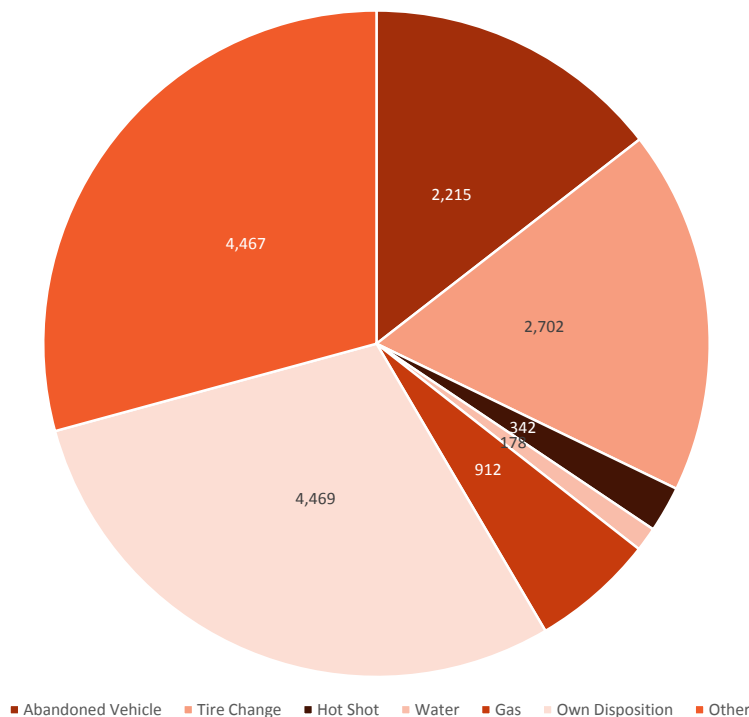
## PERFORMANCE MEASURE 3.7

### Disabled Vehicles Assisted by MDOT

**Chart 3.7.2: Number of Assists and Responses Q3 CY2016-CY2018**



**Chart 3.7.3: Roadway Assists by Type Q3 CY2018**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Bud Frank  
The Secretary's Office (TSO)

## PURPOSE OF MEASURE:

To track the readiness of MDOT emergency personnel for responding to emergency incidents by ensuring awareness and understanding of the National Incident Management System (NIMS) and Incident Command System (ICS).

## FREQUENCY:

Annually (in October)

## DATA COLLECTION METHODOLOGY:

Individual TBUs will identify emergency response positions that require NIMS/ICS training and the completion of training.

## NATIONAL BENCHMARK:

Internal MDOT benchmark is 90 percent of emergency response positions will have completed the required NIMS/ICS training.

## PERFORMANCE MEASURE 3.8

### Number of Employees Trained Under National Incident Management System (NIMS)

In 2003, Homeland Security Presidential Directive #5 (HSPD-5) was issued on the management of domestic incidents including the training of individuals in the National Incident Management System (NIMS) Incident Command System (ICS). This resulted in the creation of single-integrated comprehensive approach to domestic incident management, crisis management, and consequence management.

NIMS is a consistent nationwide approach for government at all levels and non-government agencies, to work effectively and efficiently in all incidents (all-hazards approach). In HSPD-5 all states were required to adopt and implement the NIMS/ICS protocol which resulted in the development in 2004 of the Maryland NIMS/ICS Strategic Plan that also identified the need for State agencies to adopt this approach.

This plan determined that NIMS/ICS was the best tool to use for coordination and control of domestic (MD) incident management activities regardless of the cause, size, or complexity of the incident. It uses a "common operation platform" for all agencies, organizations, or entities, public or private.

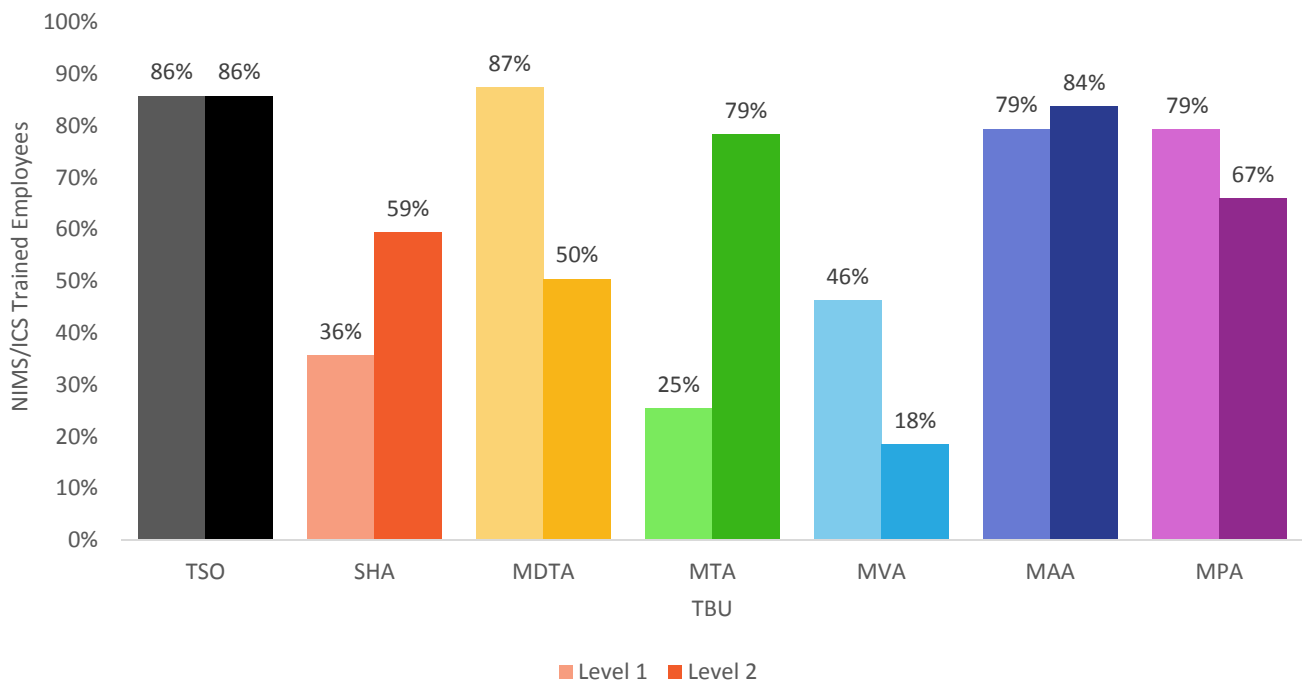
TBUs have historically trained their personnel in NIMS/ICS, mainly because most TBUs are operationally oriented and incidents occur in their respective areas of responsibility. Many times they must work with other emergency responders (fire/police/EMS) and private stakeholders or partners that operate on their property or as part of their business model. For many years, the training of MDOT personnel in NIMS/ICS was a reportable item to the Federal Emergency Management Agency (FEMA) on an annual basis. Several years ago, this required annual reporting was discontinued by FEMA, and thus no longer tracked by MDOT.

# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.8

Number of Employees Trained Under National Incident Management System (NIMS)

3.8.1: Percent of NIMS/ICS Training (Level 1 and 2) for Required Personnel Completed FY2017



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Bernadette Bridges  
Maryland Aviation Administration  
(MAA)

## PURPOSE OF MEASURE:

To track, trend, and mitigate lost work days.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Data is collected through multiple MDOT timekeeping systems.

## NATIONAL BENCHMARK:

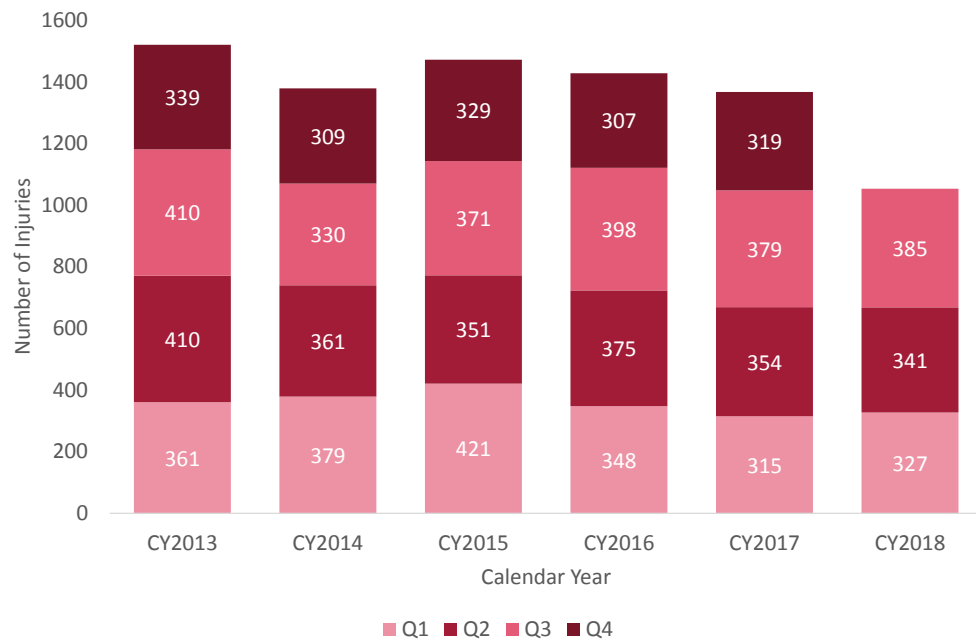
N/A

## PERFORMANCE MEASURE 3.9A

### Number of Employee Injuries Reported

Employee safety is a top priority to MDOT. Injuries do occur on the job and work days are sometimes lost as a result. Lost work days reduce the effectiveness of TBUs and are an indirect measure of employee health and welfare. The quarterly comparison of data from all MDOT TBUs for CY2013-2018 is included in the chart 3.9A.1.

**Chart 3.9A.1: Number of Injuries (FROI) Reported MDOT-Wide  
CY2016-CY2018**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Bernadette Bridges  
Maryland Aviation Administration  
(MAA)

## PURPOSE OF MEASURE:

To track, trend, and mitigate lost work days.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Data is collected through multiple MDOT timekeeping systems.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.9B

### Number of Employee Lost Work Days Due to Injuries

This measure only includes quarterly lost work days due to on the job, work-related injuries. Lost work days are not associated with the number of injuries reported. Performance Measure 3.9 factors affecting this measure include varying work conditions and environments, and differing risk profiles among employees across all TBUs. The goal of this performance measure is to have consistent leave coding policies and practices across MDOT's payroll systems.

Included in chart 3.9B.2 are all of MDOT TBUs coding employee work injury leave. In chart 3.9B.3 are the MTA Union Loss work days due to injuries. MTA Union Employee Lost Work Days are highlighted in Chart 3.9B.4 and then compared to TSHRS Employee in Chart 3.9B5.

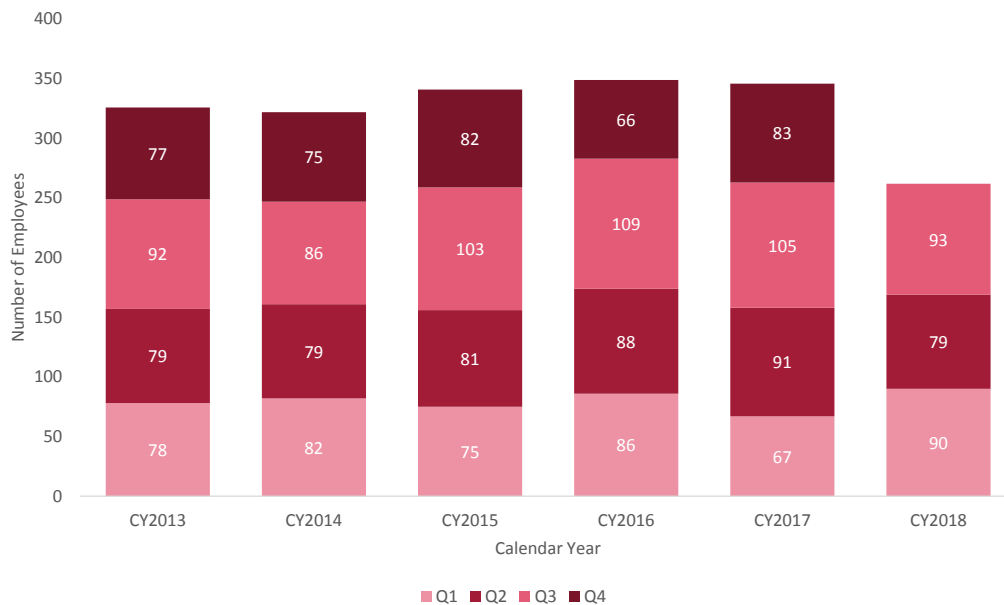
MDOT Risk Managers meet quarterly to develop strategies to reduce and mitigate risk throughout the TBUs.

# Provide a Safe and Secure Transportation Infrastructure

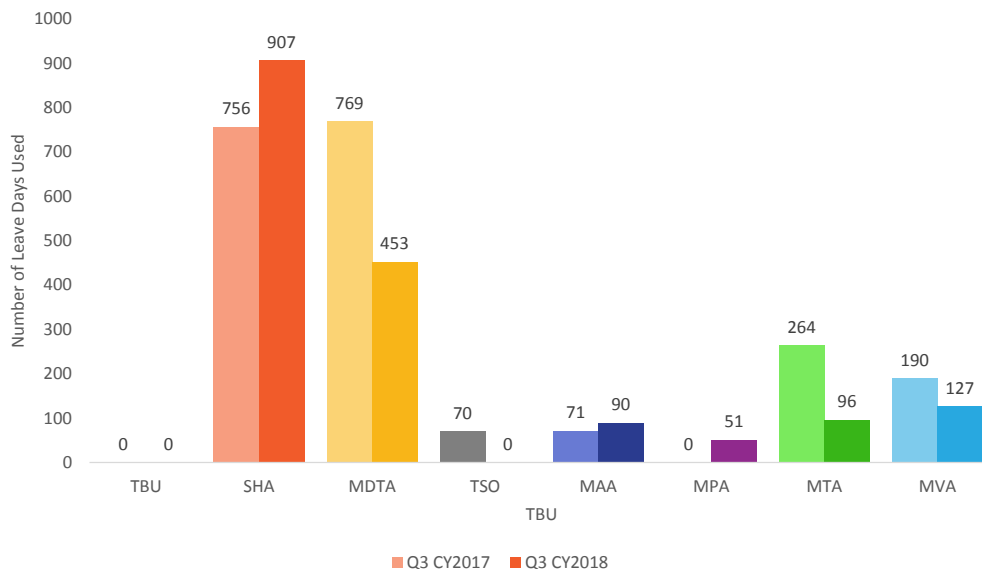
## PERFORMANCE MEASURE 3.9B

### Number of Employee Lost Work Days Due to Injuries

**Chart 3.9B.1: Number of Employees Coding LY (Work Injury Leave) by Quarter CY2013-CY2018**



**Chart 3.9B.2: Number of Work Injury Leave (LY) Days Used Q3 CY2017-CY2018**





# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.9B

### Number of Employee Lost Work Days Due to Injuries

Chart 3.9B.3: MTA Union Lost Work Days Due to Injuries in Q3 CY2013-CY2018 July-September

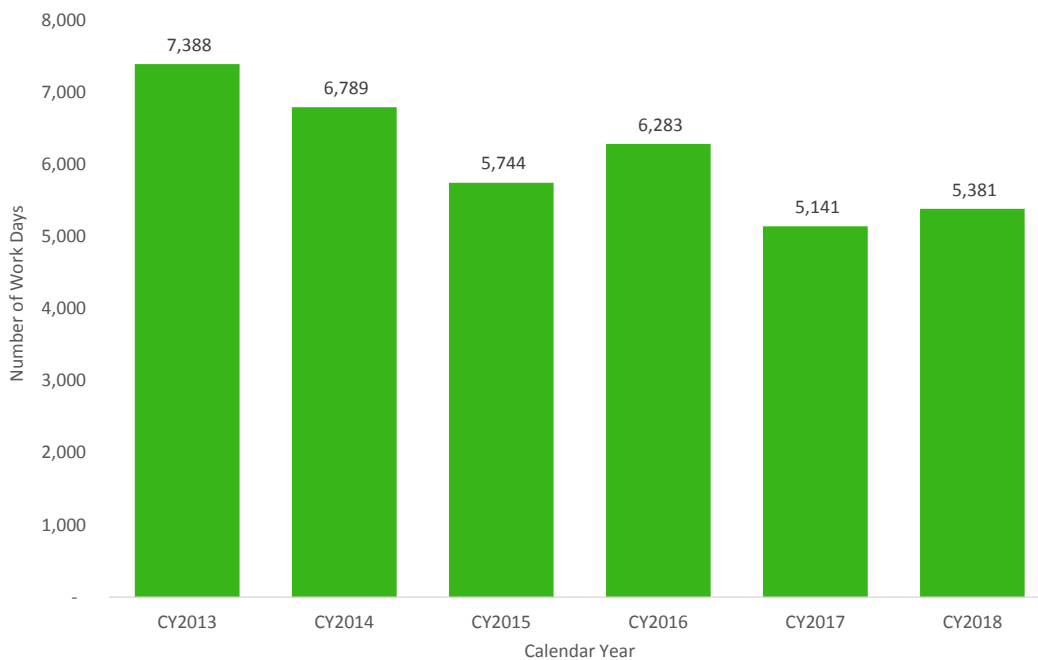
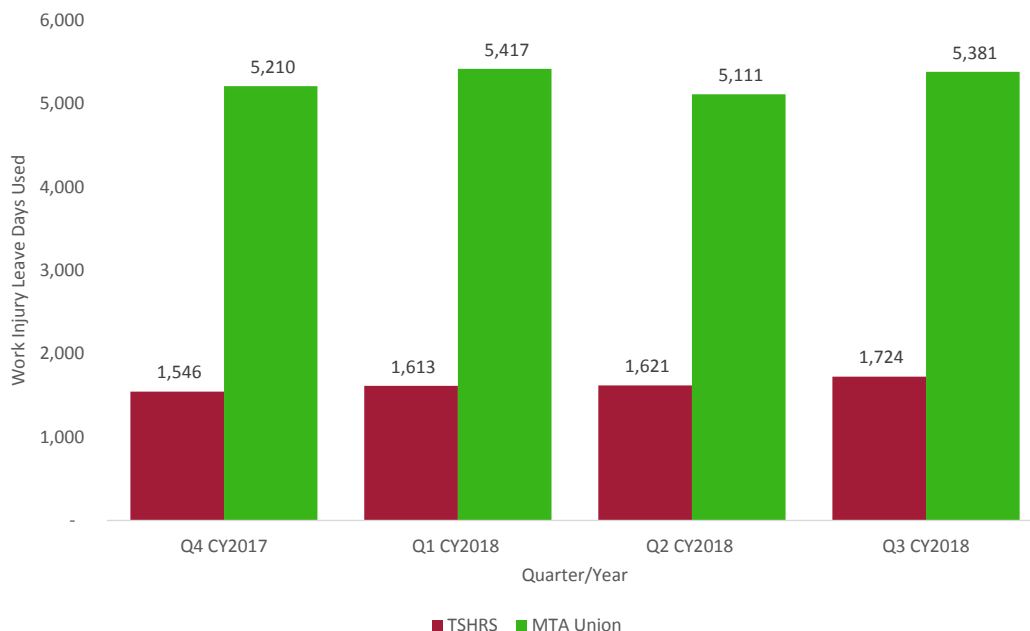


Chart 3.9B.4: Number of Work Injury Days Used, TSHRS and MTA Union Q4 CY2017-Q3 CY2018



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority  
(MDTA)

## PERFORMANCE MEASURE DRIVER:

Troy Palmer  
Maryland Transportation Authority  
(MDTA)

## PURPOSE OF MEASURE:

To facilitate continuous safety improvement.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

Data is collected through multiple MDOT timekeeping systems and IWIF.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 3.9C

### Incident Rate, Cost of Injuries and Predominant Injuries by Event

Employee safety is a top priority to MDOT. Although injuries seem to be inevitable at times and a part of doing business, even one injury is too many. To determine how safe our workplaces are, MDOT calculates its incident rate. This measure represents how many OSHA recordable injuries experienced per 100 full time employees. The lower the number, the safer the workplace has been.

To better understand how injuries impact MDOT, we review costs of those injuries to include potential future costs. Looking at these costs helps us understand how important it is to prevent injuries instead of just accepting them as a part of business.

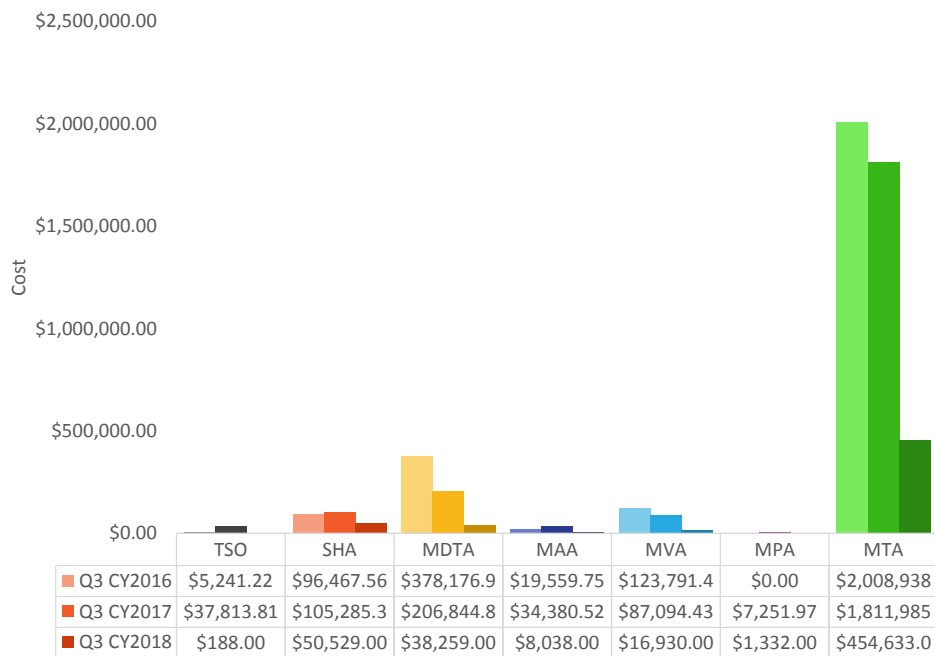
We can intelligently focus our resources at those events that drive our injury experience and strategize to eliminate those injuries. Identifying the predominant injury event allows each TBU to assess tasks that are likely to contribute to those events.

# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.9C

### Incident Rate, Cost of Injuries and Predominant Injuries by Event

**Chart 3.9C.2: Paid Medical and Indemnity Injury Costs in Q3 CY2016-Q3 CY2018**



# Provide a Safe and Secure Transportation Infrastructure

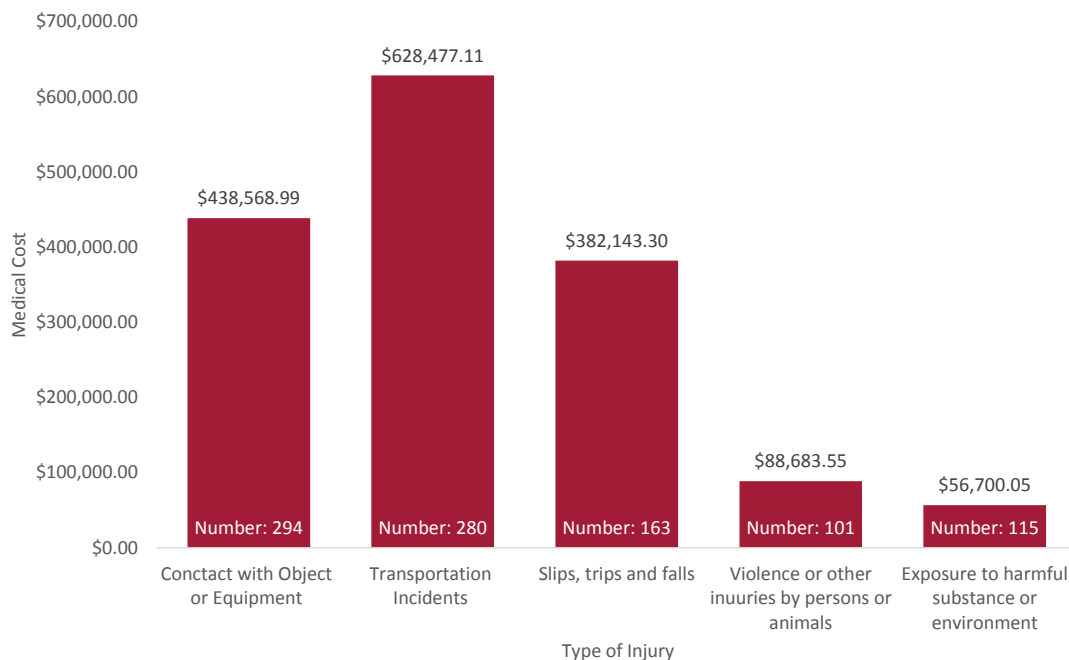
## PERFORMANCE MEASURE 3.9C

### Incident Rate, Cost of Injuries and Predominant Injuries by Event

**Chart 3.9C.3 Injury Costs Paid and Reserves for Q2 CY2016-Q3 CY2018**



**Chart 3.9C.4: MDOT Top 5 Injuries by Event for Q3 CY2018**



# Provide a Safe and Secure Transportation Infrastructure

## TANGIBLE RESULT DRIVER:

Sarah Clifford  
Maryland Transportation Authority (MDTA)

## PERFORMANCE MEASURE DRIVER:

Leah Visakowitz  
Maryland Transit Administration (MTA)

## PURPOSE OF MEASURE:

To track customers (non-MDOT employees) who have sustained an injury or incident on MDOT properties.

## FREQUENCY:

Quarterly

## DATA COLLECTION METHODOLOGY:

TBUs track using their existing processes and report to the driver via phone or email.

## NATIONAL BENCHMARK:

N/A

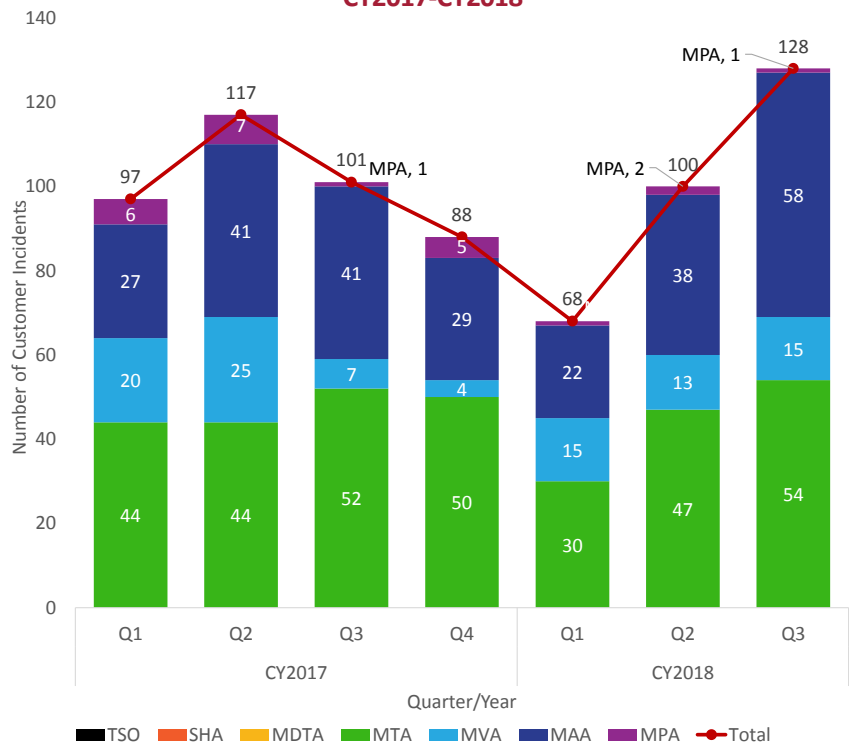
## PERFORMANCE MEASURE 3.10

### Number of Customer Incidents at MDOT Facilities

MDOT is committed to providing a safe and secure environment for its customers. With the many services that MDOT and its TBUs provide to the public, there are programs in place to ensure the safety and security of its facilities and customers. Observing and measuring unplanned incidents that may result in injury, which occur in and around buildings where MDOT provides a service to customers (i.e. MVA centers, Stop in Centers), is key in developing these programs.

Although this is an important topic for MDOT to acknowledge, the TBUs have only been measuring it for the past two years. A standard definition was determined and agreed upon by all TBUs. Recently, the definition of the measure has expanded to include MDOT properties as opposed to only buildings to better reflect MDOT's responsibility to customers. To continually ensure that all processes are consistent, the TBUs are working together to produce standard policies and forms, while educating all staff on how to report any incidents and injuries they witness at their facilities.

**Chart 3.10.1: Number of Customer Incidents at MDOT Buildings  
CY2017-CY2018**

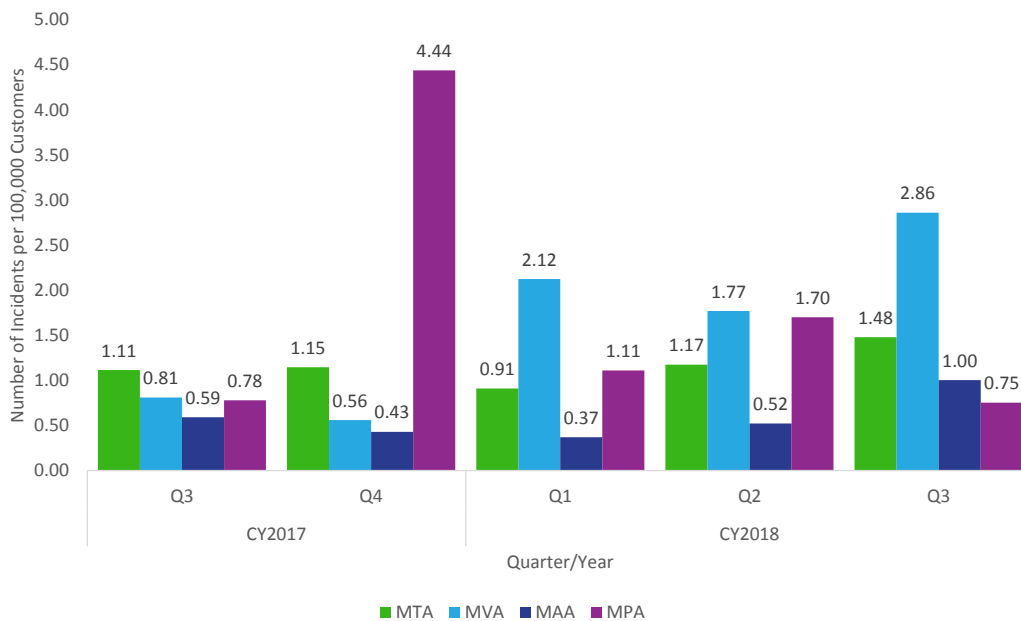


# Provide a Safe and Secure Transportation Infrastructure

## PERFORMANCE MEASURE 3.10

### Number of Customer Incidents at MDOT Facilities

**Chart 3.10.2: Number of Customer Incidents per 100,000 Customers Visited CY2017-CY2018**



**Chart 3.10.3: Number of Customer Incidents at MDOT Buildings CY2017-CY2018**

